

DENNIS P. WILLIAMS  
MAYOR

City of Wilmington  
Delaware

LOUIS L. REDDING - CITY/COUNTY BUILDING  
800 FRENCH STREET  
WILMINGTON, DELAWARE  
19801-3537  
[WWW.WILMINGTONDE.GOV](http://WWW.WILMINGTONDE.GOV)



## BILLING ANALYST

(Position available after July 1, 2016)

WE ARE AN EQUAL OPPORTUNITY EMPLOYER

**SALARY GRADE:** "Q" - \$52,827 - \$63,372 per year

**MINIMUM QUALIFICATIONS:** Bachelor's degree in Finance, Business Administration, Tax Accounting, or related field, 5 years of experience at the professional level in the area of utility billing policies and analysis, or any equivalent experience and training which provides the required knowledge, skills and abilities.

**REQUIREMENT:** Must pass a criminal background investigation, pre-employment physical, and drug test.

**NATURE OF WORK PERFORMED:** This position is responsible for the in-depth review, generation, and accurate and timely processing of all utility bills, special sewer, bulk water, and storm water billings in support of a \$40 million annual Water/Sewer Enterprise Fund budget. Provides strategic analysis to address the issue of apparent water loss, including, but not limited to, a review of high/low consumption and dollar amount, zero usage, and estimated readings. Will also be involved in variety of special projects regarding the area of utility billing. Responsible for training staff on rate and regulatory changes as they occur and supervision of the Utility Billing staff. Will work closely with New Castle County with regards to sewer services and will be the chief contact with various utility product vendors.

**EXAMPLES OF WORK PERFORMED:** Identifies, reviews and resolves pre-billing exceptions to ensure that multi-million dollar Water/Sewer Enterprise Fund user accounts are billed timely and accurately. Coordinates the timely receipt of information critical to billing from several external vendors (i.e., Black and Beatch, ITRON, URS, the City Meter Shop, and others). Investigates and responds to escalated water/sewer and storm water inquiries, serves on the Collections Task Force, and directs the work of the Utility Billing Unit. Will provide strategic analysis for all aspects of utility billing, including over-billing, under-billing and delinquencies.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:** Strong analytical skills and thorough knowledge of Utility Billing storm water operational policies and procedures; proficiency in the use of MUNIS billing system and Microsoft Office. Sound judgment and the ability to communicate professionally and effectively with employees, the general public and contractors; ability to multi-task and manage multiple projects in a busy, high volume office. Ability to supervise and train staff.

### **OPEN COMPETITIVE**

**VACANCY: DEPARTMENT OF FINANCE**

**CITY RESIDENCY REQUIRED WITHIN SIX MONTHS OF EMPLOYMENT**

**APPLICANTS MUST APPLY NO LATER THAN CLOSE OF BUSINESS (5:00 P.M.): JULY 6, 2016**

**APPLY: CITY OF WILMINGTON – DEPARTMENT OF HUMAN RESOURCES**

City/County Building, 800 French Street

Wilmington, Delaware 19801 - Telephone: (302) 576-2460

[www.WilmingtonDE.gov](http://www.WilmingtonDE.gov)